

INFORMATIONAL LETTER NO. 2091-MC-FFS

DATE: January 7, 2020

TO: All Iowa Medicaid Providers

Applies To: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Quarterly Provider Training Reminder

EFFECTIVE: Upon Receipt

As previously announced in [IL 2075-MC-FFS](#)¹, the IME will hold quarterly provider training sessions in addition to the annual provider training that takes place each year. The quarterly training sessions will be held in one region, and focus on a specific topic. The annual training sessions will continue to be held throughout the state and will target all provider types. All sessions, quarterly and annual, will include representatives from the IME, and the Managed Care Organizations (MCOs). Quarterly training sessions are geared towards medical providers, but registration and attendance is open to anyone.

Quarter 1 Session

Provider Type: Case Management

Date: January 13, 2020

Location: Grand River Center, 500 Bell St., Dubuque IA 52001

Times: 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.

Registration Information:

The IME will use an online registration form to manage the training sessions scheduled for each quarter. The online registration will simplify the sign-in process at each venue.

- If you are unable to complete and submit the online registration form, please contact the IME Provider Services Unit at 1-800-338-7909 and a representative will complete a form on your behalf.
- Please plan on attending the session you are registered for at the designated date and time. You will be notified immediately after submitting your online registration form if we are unable to accommodate your request. If you are

¹https://dhs.iowa.gov/sites/default/files/2075-MC-FFS_Quarterly_Provider_Training.pdf

unable to register because a session is fully booked, please review the schedule of sessions for a different location near your community.

- **Seating at all venues is limited, so please ensure all staff who are registered plan to attend.**
- Actual session end times may vary depending on attendance participation. The time frames provided are an estimate and we ask that you plan accordingly.
- There is no cost to attend these sessions.

How to Register:

Please go to the DHS website to complete the online [Training Registration Form](#)². If you are unable to attend one of the sessions, similar information will be made available on the DHS website after the conclusion of the scheduled training. A Frequently Asked Questions (FAQ) document will also be developed and made available on the DHS website.

For any questions, please contact the IME Provider Outreach Unit at 1-800-338-7909 or send an email to IMEProviderOutreach@dhs.state.is.us.

² <https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/PT-2020>